



# MILWAUKEE POLICE DEPARTMENT

## STANDARD OPERATING PROCEDURE

### 263 – RECORDS MANAGEMENT

**GENERAL ORDER:** 2014-17  
**ISSUED:** May 2, 2014

**EFFECTIVE:** May 2, 2014

**REVIEWED/APPROVED BY:**  
Captain Regina Howard  
**DATE:** February 25, 2014

**ACTION:** Amends General Order 2013-18 (September 27, 2013)

**WILEAG STANDARD(S):** 10.1.1, 10.1.3,  
10.1.4, 10.1.5, 10.1.6, 10.1.7

#### **263.00 PURPOSE**

The purpose of this standard operating procedure is to communicate uniform administrative procedures for the proper filing of police incident reports. The following procedures assist the Milwaukee Police Department in clarifying the importance of accurate and complete entry of incident reports into the Tiburon System, including the Automated Reporting System (ARS), Corrections Management System (CMS), and the Records Management System (RMS). Additionally, these procedures facilitate the proper use of Wisconsin state statutes and incident based reporting enhancing their impact on crime analysis and tactical planning.

#### **263.05 DEFINITION OF TERMS (WILEAG 10.1.7)**

##### **A. AUTOMATED REPORTED SYSTEM (ARS)**

The main function of ARS is to support the collection of incident report (crime report) data for the Milwaukee Police Department.

##### **B. CORRECTIONS MANAGEMENT SYSTEM (CMS)**

CMS is a sub-module within RMS designed to track prisoner information and movement while a person is in the care and custody of the Milwaukee Police Department.

##### **C. DATA INTEGRITY DATABASE**

The database serves as a mechanism to identify report deficiencies, potential trends in reporting and overall record quality. Database entries that articulate a correction has been made or require follow-up will generate an email to the member authoring the report, the supervisor approving the report, the work location QCR and the commanding officer.

##### **E. INCIDENT BASED REPORTING SYSTEM (IBRS)**

IBRS is data collected and reported on each single crime incident and arrest within 22 offense categories made up of 49 specific crimes called group A offenses. In addition to group A offenses, there are 11 group B offense categories for which only arrest data are reported. IBRS data is used by the Milwaukee Police Department for strategic

and tactical analysis.

For crime/incident reporting purposes, IBRS data is converted to WIBRS (Wisconsin Incident Based Reporting System) and then transmitted to the Wisconsin Department of Justice (WIDJ) monthly. The WIDJ is responsible for reporting data to the FBI for the purposes of FBI UCR reporting.

#### F. QUALITY CONTROL REPRESENTATIVE (QCR)

The commanding officer of each district and division shall have at least one QCR designated for the location. The QCR is responsible for ensuring the quality and accuracy of the reports at the work location, serving as a liaison with Records Management Division personnel and assisting in training and educating members at their location on identified areas of concern or deficiency. Upon the transfer, retirement or separation of a QCR, it shall be the commanding officer's responsibility to notify the Records manager of the new replacement(s).

#### G. RECORDS MANAGEMENT SYSTEM (RMS)

The main function of RMS is to support the collection of incident report (crime report) and arrest report data for the Milwaukee Police Department. RMS is the repository or data warehouse that the Milwaukee Police Department relies on for data reference and analysis.

#### H. UNFOUNDED INCIDENT

A criminal incident which would normally be reported in ARS, but subsequently, through a thorough investigation, it is determined no crime has occurred. These incidents are still reported in ARS, but the opening paragraph in the "Supplement" tab must clearly state the incident is "UNFOUNDED".

#### I. UNIFORM CRIME REPORTING (UCR)

A collective effort on the part of city, county, state and tribal federal law enforcement agencies that provides a nationwide view of crime based on submission of crime information by law enforcement agencies throughout the country.

### **263.10 PROCEDURES FOR REPORTS (WILEAG 10.1.3, 10.1.4, 10.1.5, 10.1.6, 10.1.7)**

#### A. DUTY TO REPORT

1. Members shall investigate and file an incident report for all actual or suspected statutory criminal offenses (including the felony traffic offenses of hit and run of a person, vehicular homicide, and for the OWI offenses of Wis. Stat. § 940.25 (great bodily harm) and Wis. Stat. § 940.09 (homicide)) occurring within the jurisdictional boundaries of the department or when directed to file an incident report by a member of a higher rank. Whether the complainant knows the suspect is irrelevant and does not relieve the member from the responsibility of taking the report.

(WILEAG 10.1.3.1)

2. All calls for service to the department, whether in response to a request from a citizen or resulting from self-initiated activity, shall be documented by the CAD system and/or in the appropriate report writing form, which shall include but is not limited to the Records Management System, a city of Milwaukee municipal citation (or TraCS equivalent), a *Wisconsin Uniform Traffic Citation* (or TraCS equivalent), a *Wisconsin Uniform Crash Report* MV-4000 (or TraCS equivalent), a *Driver Exchange of Crash Information* report (or TraCS equivalent), or a city of Milwaukee parking citation. These calls include, but are not limited to:
  - a. Citizen reports of a criminal incident.
  - b. Criminal and non-criminal incidents initiated by department members.
  - c. Any incident involving an arrest, citation, or summons.
  - d. Citizen reports of incidents other than a criminal incident.
  - e. Any incident involving a department member being dispatched or assigned.  
(WILEAG 10.1.3.1, 10.1.4.1, 10.1.4.2, 10.1.4.3, 10.1.4.4, 10.1.4.5)

#### B. REPORT INFORMATION REQUIRED

1. Upon receipt of an initial complaint, an attempt shall be made to obtain the following minimum information:
  - a. Date and time of initial report.
  - b. Name (if available) of the citizen requesting the service.
  - c. Nature of the incident and any action taken by members.
2. In drafting reports members shall include the above information as part of the initial investigation. Reports shall be true and accurately reflect the incident based on facts and evidence. Reports shall also include any follow-up investigation required.  
(WILEAG 10.1.3.3)

#### C. EXCEPTIONS TO INCIDENT REPORTING

1. A city of Milwaukee municipal citation may be completed and issued in lieu of filing an incident report for municipal offenses that have a companion criminal statute, unless the member is ordered to file an incident report by a member of a higher rank.
2. Members are not required to take a report from a complainant who is so intoxicated or under the influence of drugs that their ability to make clear, rational decisions is severely compromised. In such cases, a supervisor will be summoned

to the scene to make the final determination on whether or not a report will be taken at that time. Should no report be taken, members will advise the complainant to contact the Milwaukee Police Department when they are no longer under the influence. This exception shall not apply to incidents of domestic violence or felony offenses involving bodily harm.

#### D. TIMELY COMPLETION OF REPORTS

1. In order to keep crime statistics as accurate as possible and to ensure accountability, members are expected to enter and complete incident reports in ARS as soon as reasonably possible, but within 24 hours from the time the incident report number was obtained, unless otherwise approved by the member's shift commander.  
(WILEAG 10.1.3.4)
2. Shift commanders and supervisors shall treat the review and approval of incident reports as a priority. Supervisors are required to review and approve completed reports within 24 hours from the time the incident report was "owner approved," unless the incident report requires corrections or follow-up.
3. Supervisory approval of overtime solely for the completion of incident reports should be a last resort. Any member unable to complete an incident report prior to the end of their shift is required to complete all tabs and data fields within the incident tab. The reporting member will file the remaining incident report as soon as practicable during their next regularly assigned shift. It is the responsibility of the reporting member to inform a supervisor if they will not be present at work for an extended period of time (e.g., scheduled off days, vacations).

#### E. INCIDENT REPORT NUMBERS

##### 1. Members Without CAD Terminal Access

Members without access to a CAD terminal or those working street duty may request an incident number directly from a dispatcher via police radio. Members will be required to provide the dispatcher with their PeopleSoft number in order to be issued an incident number.

##### 2. Members With CAD Terminal Access

Members with access to a CAD terminal or those working inside duty, should obtain their own incident number via a CAD terminal whenever possible. In the event no CAD number exists for the incident (e.g., a walk-in complaint), or a member is unable to generate an incident number, the member must dial "0" for a telecommunicator and request a CAD entry and/or an incident number be generated.

## F. REPORT INITIATION

### 1. ARS Log-in Procedures

An improper log-in can lead to system errors and affect report tracking. The following log-in procedures will assist members in properly logging in.

- a. Double-click on the Tiburon Inc. (RMS) icon located on the desktop.
- b. Enter your PeopleSoft number in the "Oper ID" field, your password and then click "Sign On".
- c. With a successful login, a greeting box will appear. Members need to verify their name appears in the greeting box. Members must also check the system status box to confirm they are logged in and that the date and time of log-in matches the current date and time.
- d. In the event information does not match or another member's information is present in any of the other fields, the prior member did not properly log out.
- e. Failure to properly log-in to the ARS system will result in the wrong member's name appearing on the incident report. Members shall re-submit the report under the correct name and people soft number.
- f. The Records Management SharePoint site can provide more detailed information on a proper log-in and log-out.

### 2. Report Entry

After obtaining an incident number, the reporting member will enter the incident report number into ARS, complete the required data fields and "owner approve" the report upon completion.

(WILEAG 10.1.3.2)

## G. SUPERVISOR REVIEW

A supervisor will review ARS reports for accuracy and completeness. They will also ensure ARS charges in the "Arrest" subtab mirror those as reported in the CMS "Charges" tab.

### 1. No Errors Identified

The Supervisor will "supervisor approve" the report. The report then becomes available for "final review" by the Records Management Division.

### 2. Errors Identified

- a. If an error is identified, the supervisor may correct the report providing the

necessary information is available or they may “un-approve” the report and send an email to the reporting member, and the work locations QCR citing the reports error(s) for their correction.

- b. If the report was “unapproved” and an email was sent by the supervisor, the member will correct the error(s) as soon as practical and again “owner approve” the report. The reporting member will reply to the original email citing the errors and will indicate the corrections have been completed.
- c. A supervisor will conduct a final review. If the report is accurate and complete, the supervisor will “supervisor approve” the report. The record will then be available for final review by Records Management Division personnel. If errors remain, this section of SOP will be repeated until all errors are satisfactorily corrected.

#### H. RECORDS MANAGEMENT DIVISION REVIEW

Records Management Division personnel will review “supervisor approved” ARS reports in their entirety, including related supplements for accuracy and completeness. Additionally, Records Management Division personnel will confirm ARS charges in the “Arrest” subtab mirror those as reported in the CMS “Charges” tab.

##### 1. No Error Procedures

If no error is identified, Records Management Division personnel shall “freeze” the record, transfer the record into RMS, “supp match,” if applicable, and validate the record.

##### 2. Data Integrity

Records Management Division personnel will enter information regarding the review into the data integrity database. Inputted information includes: the incident report number, PeopleSoft numbers of the reporting member and supervisor, the original IBRS code, the adjusted IBRS code and an indication that the report was not in need of correction.

##### 3. Errors Identified

If an error is identified or the need for follow-up is required, the report is “un-approved.”

- a. If the report contains sufficient information and Records Management Division personnel are able to make the required corrections, they will do so. If there is insufficient information in the report, the report will be returned to the reporting member requesting either follow-up information or clarification.
- b. Records Management Division personnel will enter the information regarding the review into the data integrity database indicating the incident report number,

PeopleSoft numbers of the reporting member and supervisor and what action is required by the reporting member in order to satisfactorily correct the report.

- c. If the report requires follow-up on behalf of the reporting member, the data integrity database will send an electronic notification via email to the reporting member, the supervisor who approved the report, the member's work location QCR and the commanding officer indicating the action required or correction made (e.g., a state statute change from a misdemeanor to a felony may require a member to teletype the offense, notify the respective investigations division of the offense, reprint reports for the district attorney).
- d. Upon receipt of the appropriate correction/follow-up information, Records Management Division personnel will conduct a final review of the report.
- e. The record will be "frozen" and transferred into RMS, validated and "supp matched" if applicable.

#### I. UNFOUNDED INCIDENTS

1. If an investigation determines that no crime has occurred and is considered "unfounded," the reporting member must clearly enter the unfounded information in the "Supplement" tab of the ARS report. The word "unfounded" and "my investigation determined no crime occurred" must be clearly stated in the opening paragraph of the report narrative.
2. Records Management Division personnel shall code the incident report REDACTED

#### J. EXCEPTIONAL CLEARANCES

1. Generally, an offense can be exceptionally cleared when it falls into one of the following categories. The list is not, however, all-inclusive, and there may be other circumstances for an exceptional clearance.
  - a. Death of the offender.
  - b. Prosecution denied (by the prosecutor for other than lack of probable cause).
  - c. In-custody, other jurisdiction
  - d. The victim refuses to cooperate in the prosecution (this action does not "unfound" an offense, and the four conditions listed in section 2 (a-d) must be satisfied).
  - e. Juvenile/no custody (the handling of a juvenile without taking him/her into custody, but rather by oral or written notice given to the parents or legal guardian in a case involving a minor offense, such as a theft charge).

2. In order to code an incident as “exceptionally cleared,” each of the following four conditions must be established and documented within the report:
  - a. The investigation must have clearly and definitely established the identity of at least one offender.
  - b. Sufficient probable cause must have been developed to support the arrest, charging and prosecution of the offender.
  - c. The exact location of the offender must be known so that an arrest could be made.
  - d. There must be a reason outside the control of law enforcement, which prevents the arrest, e.g., suspect is incarcerated.
3. If the report is filed as an exceptional clearance, the words “EXCEPTIONAL CLEARANCE” should be entered in the opening paragraph of the ARS supplement tab so it is readily identifiable. The remainder of the report must support the justification for the exceptional clearance.
4. Records Management Division personnel will be responsible for confirming the exceptional clearance and code the offense as exceptionally cleared in the RMS – incident module.

#### K. CANCELLATION OF INCIDENT NUMBERS

1. Incident numbers cannot be cancelled under the following circumstances:
  - a. An arrest exists in the Corrections Management System (CMS) containing a state charge(s) with an associated incident report number.
  - b. A teletype was generated regarding an incident.
  - c. Domestic violence incidents.
  - d. Unfounded/baseless incidents.
2. Incident numbers may be cancelled when duplicate incident report numbers for the same incident were generated.
3. Supervisor approval is required for any of the following cancellations:
  - a. Within 24 hours of incident number creation and no information in ARS record.
    1. The incident number is cancelled directly with a Technical Communications Division dispatcher. No report is required for this cancellation, other than to verbally provide the dispatcher a reason for cancellation and the rank, name and PeopleSoft number of the approving supervisor for entry into CAD.



b. Beyond 24 hours of incident number creation and no information in ARS record.

1. Members are to file their cancellation request directly in ARS as an original.

a. Filing cancellation requests directly in ARS as an original report will ensure the incident number is removed from the missing incident reports file. The cancelled number will not automatically drop from the missing incident report file, but will appear on the next scheduled update. The report data is updated about every 24 hours.

b. Within ARS, the reporting member will enter and “owner approve” their request to cancel an incident number. The district/division shift commander, or his/her designee will then review and “supervisor approve” the report. Records Management Division personnel will conduct the final approval, freeze and transfer the report. For further information on filing a cancellation, refer to section 263.35 Informational Resources.

#### L. ALPHABETICAL MASTER NAME INDEX

1. An automated master name index shall be maintained in the department’s RMS computer system on all persons identified in field reports. The index shall reference all involved persons in an incident and shall be available to employees of the department for criminal justice purposes.

2. Persons shall be identified by adult or juvenile name type including, but not limited to, complainant, victim, suspect, driver, and passenger. Persons may report incidents anonymously and, in such cases, personal identifying information is not maintained.

### **263.15 ARS SYSTEM INOPERABLE / NETWORK DOWN (WILEAG 10.1.3)**

#### A. ARS BECOMES INOPERABLE

Whenever the Automated Reporting System (ARS) becomes inoperable for any reason, the Information System Division (ISD) help desk shall

REDACTED

In the event that ARS has been declared inoperable for a prolonged period of time, written incident reports will be submitted.

#### B. MANUAL (WRITTEN) INCIDENT REPORTING

1. Police members shall obtain an IR number as instructed in 263.10(D).

2. Police members shall utilize the *Milwaukee Police Department Incident Report* (forms PO-13A and PO-14A) and handwrite the report. It will be the work location’s responsibility to ensure sufficient supplies of these forms are on hand at all times,

in the event manual report writing is required.

3. After the report has been completed by the member, a supervisor will approve the report by affixing their signature upon it. The written original report will be used for court purposes.
4. A copy of the approved report shall be sent to Open Records – Imaging for scanning and attachment of the report into Intellinetics.
5. It is the member's responsibility to enter the written report into ARS when the system comes back online. The member's work location will maintain a copy of the written report, so that entry of the report into ARS can be made.
6. When ARS becomes operable, the ISD help desk shall contact work locations by phone providing notification that normal report entry may resume. The shift commander shall ensure that all ARS reports written during the system's downtime be entered into ARS in a timely manner.  
(WILEAG 10.1.3.2)

#### **263.20 ARS/RMS PRIVILEGES (WILEAG 10.1.1)**

Any requests for elevated administration/security rights in ARS/RMS will be submitted by memorandum through the chain of command. The request will be reviewed and approved by the police Records manager.  
(WILEAG 10.1.1.3)

#### **263.25 DISTRICT / DIVISION RESPONSIBILITIES**

##### **A. MISSING INCIDENT REPORT FILE**

District/Division commanding officers or his/her designee will be responsible for conducting an internal audit of assigned work location incident reports appearing on the missing incident reports file. There are two variations of the report found on the SSRS server under the "Auditing" tab.

##### **B. MEMBERS TRANSFERRING WORK LOCATIONS WITH MISSING REPORTS**

When a member of one work location transfers to another work location, the commanding officer or his/her designee will be responsible for notifying the member's new work location of a member's outstanding incident reports. If notification is not made, the member's incident reports will remain with the previous commanding officer's missing incident reports file.

#### **263.30 REPORT RETENTION**

RMS records will be retained and purged according to Wis. Stat. § 16.61 and 19.31-19.39 (record retention statutes) and Chapter 12 of the state of Wisconsin Administrative Code. SOP 260 Record Retention contains additional information concerning record retention

policy and procedures.

**263.35 INFORMATIONAL RESOURCES (WILEAG 10.1.3)**

“Step-by-step” instructions for filing reports within the Tiburon System, frequently asked questions, Records Management Division procedures/personnel responsibilities, IBRS, WIBRS, and Tiburon updates, as well as tutorials are available on the Records Management SharePoint site. A link to the “Records” site is found on the top link bar of the Directives Homepage.

Additionally, Records Management Division personnel are available by phone 7:30 a.m. to 4:00 pm, Monday-Friday, [REDACTED]

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(WILEAG 10.1.3.2, 10.1.3.3)



EDWARD A. FLYNN  
CHIEF OF POLICE

EAF:mfk